COMMUNITY SATISFACTION STUDY

CONDUCTED FOR THE
CITY OF EASTVALE

PRESENTED BY
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2/28/2019



PURPOSE OF STUDY

- oldentify key issues of importance & factors that affect quality of life
- Measure City's performance in meeting residents' needs
- oGather opinions on topics such as public safety, economic development, housing, homelessness, transportation and traffic mobility, and funding priorities
- Explore City-resident communication and community engagement



METHODOLOGY OF STUDY

- Conducted January 19th to February 4th, 2019
- Mixed Methodology
 - ORecruited via mail, email, and phone
 - Online and telephone data collection
 - oEnglish, Spanish & Mandarin Chinese
- ORandom sample of 1,178 residents
 - Overall margin of error: ± 2.81%
- OAverage interview length: 18 minutes



RATING EASTVALE

Eastvale as a place to raise a family

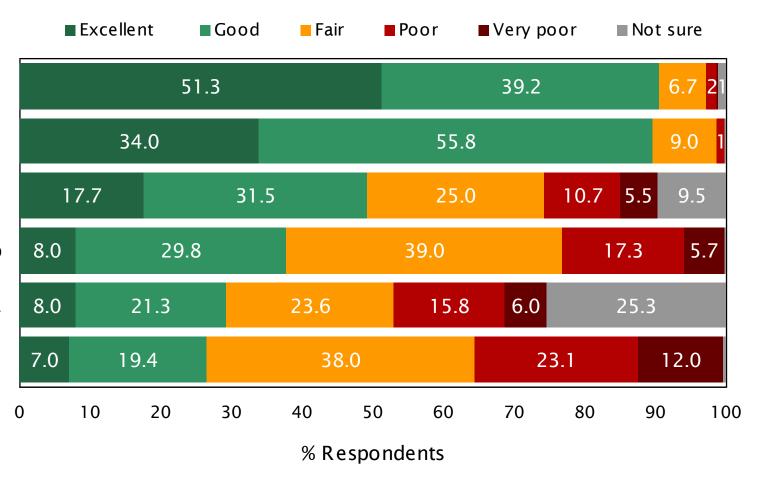
The overall quality of life in Eastvale

Eastvale as a place to retire

Eastvale as a place to shop

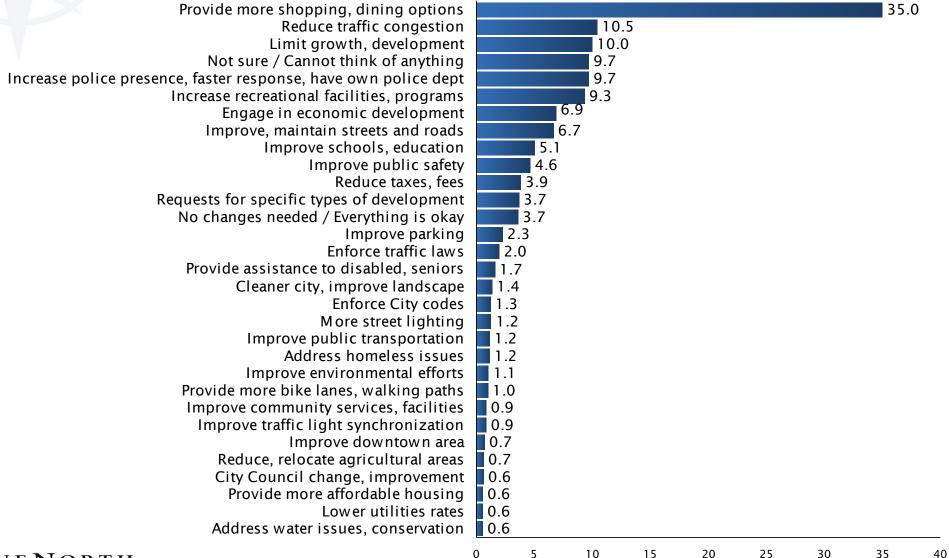
Eastvale as a place to work

Eastvale as a place to dine





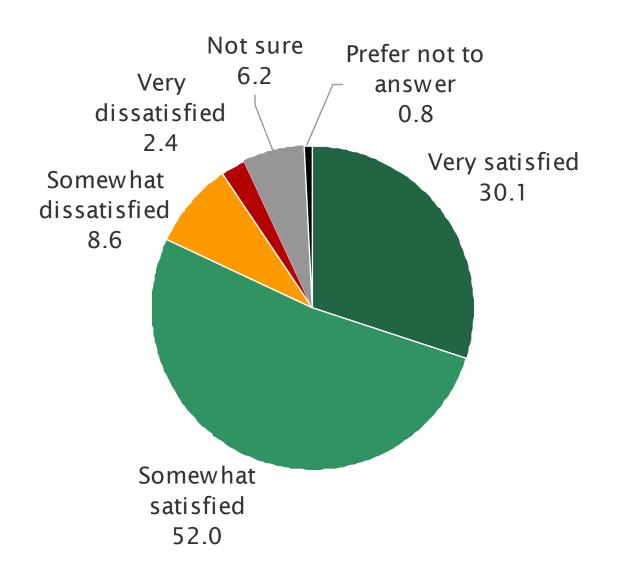
CHANGES TO IMPROVE EASTVALE



% Respondents



OVERALL SATISFACTION WITH CITY SERVICES





IMPORTANCE OF SERVICES

Providing fire protection and emergency medical services

Maintaining city streets and roads

Providing law enforcement services

Maintaining parks and recreation areas

Providing trash collection and recycling services

Managing growth and development

Promoting economic development for an economically vibrant community

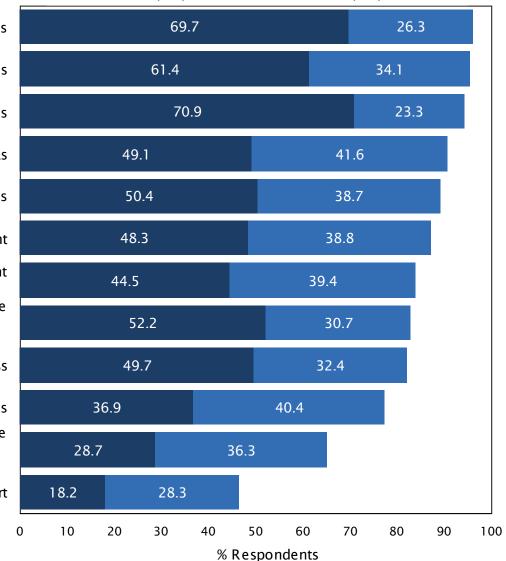
Addressing issues that can negatively impact community character, like abandoned vehicles, yards not being properly maintained, illegal dumping, unpermitted construction

Addressing homelessness

Providing recreation programs for all ages

Holding special community events like summer concerts, movies in the park, holiday celebrations like Picnic in the Park, Fall Festival, Winter Wonderland

Providing cultural and public art

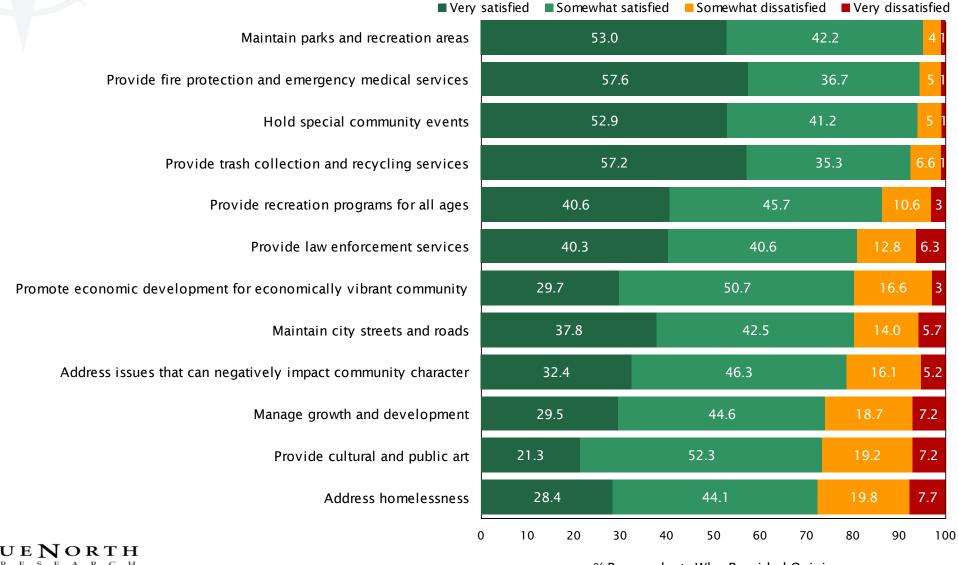


■ Very important

■ Extremely important



SATISFACTION WITH CITY SERVICES





PERCEPTION OF TRANSPORTATION **MOBILITY**

Transportation mobility on bike lanes, trails, and sidewalks

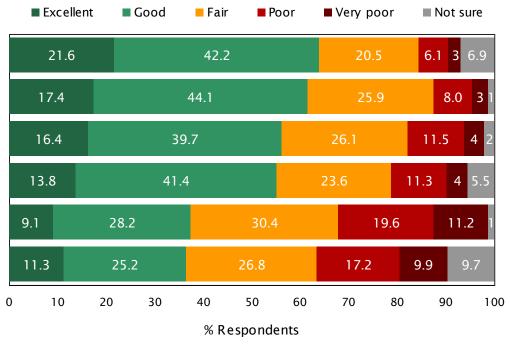
Overall road safety in Eastvale

Transportation mobility on major streets within Eastvale

Overall transportation mobility in Eastvale

Transportation mobility on freeways and highways in the areas surrounding Eastvale

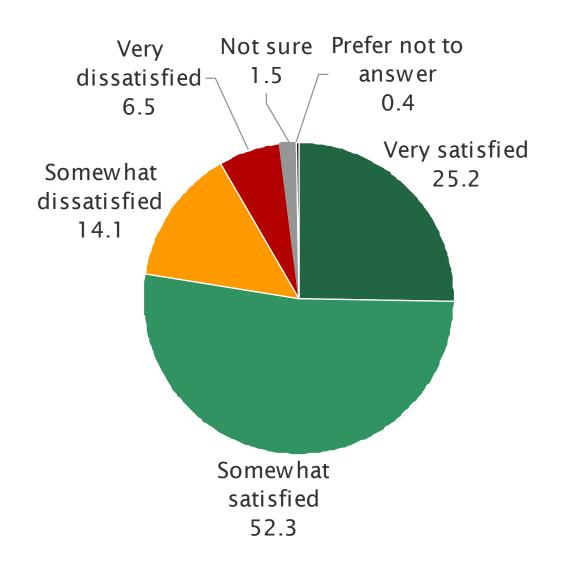
Transportation mobility around schools within Eastvale







SATISFACTION WITH CITY EFFORTS TO ADDRESS ROADWAY SAFETY





CURRENT AMOUNT OF HOUSING

Senior housing, designed to meet the needs of older residents

Mixed-use, which is residential housing units built on top of or next to office, retail, and restaurant businesses

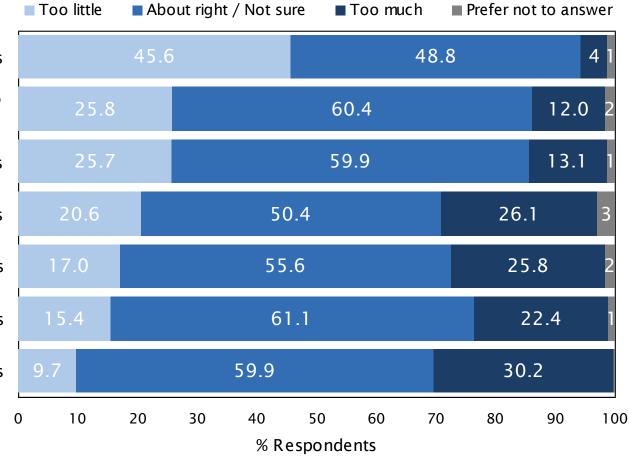
Workforce housing that is affordable for middle-income families

Multi-family housing that is affordable for low-income families

Apartments

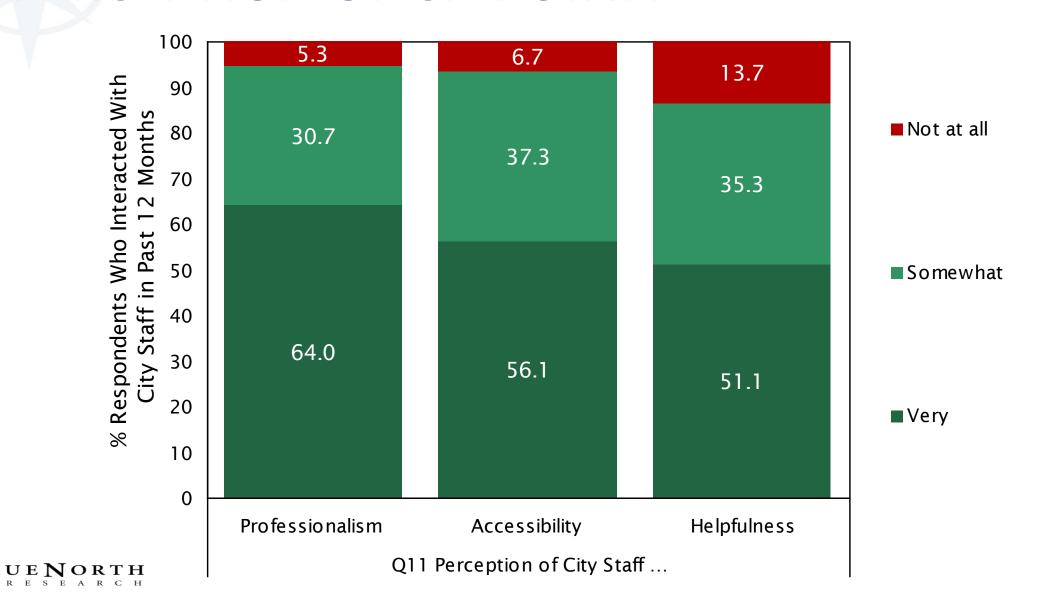
Condominiums

Detached, single family homes





PERCEPTION OF CITY STAFF



FUNDING PRIORITIES

Maintain local streets, improve intersections, synchronize traffic lights to improve transportation mobility

Enhance local dining and entertainment options

Attract new employers and jobs to Eastvale

Develop downtown area to be a focal point of the community, a place for residents to meet, connect

Improve, expand the network of walking paths, hiking trails to connect neighborhoods, schools, parks

Improve landscaping in public areas, along major streets in the City, including the installation of street trees

Build a new library

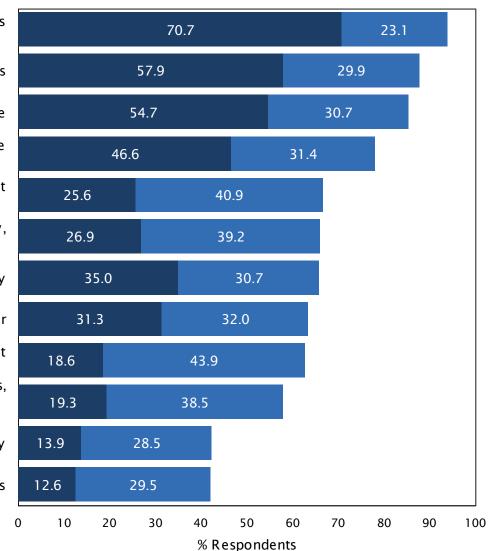
Build a permanent City Hall and Civic Center

Offer more and expanded recreation programs including youth, adult sports leagues

Offer more community programs, events, festivals like movies, concerts in the park, Picnic in the Park, Fall Festival, Winter Wonderland

Promote cultural and public art in the City

Offer affordable community center meeting rooms and facilities

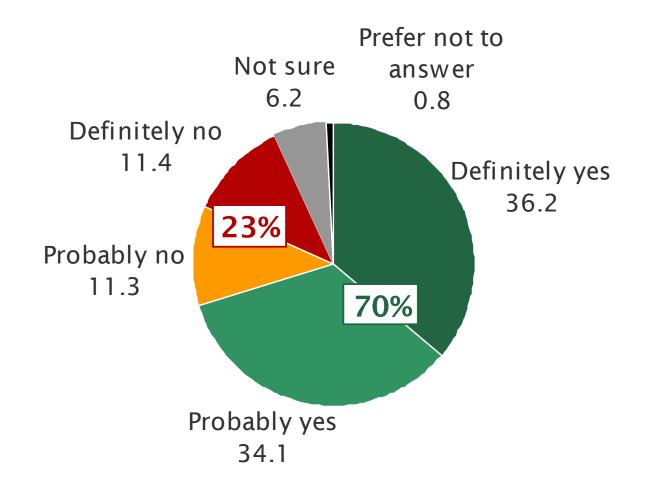


Medium priority

■ High priority

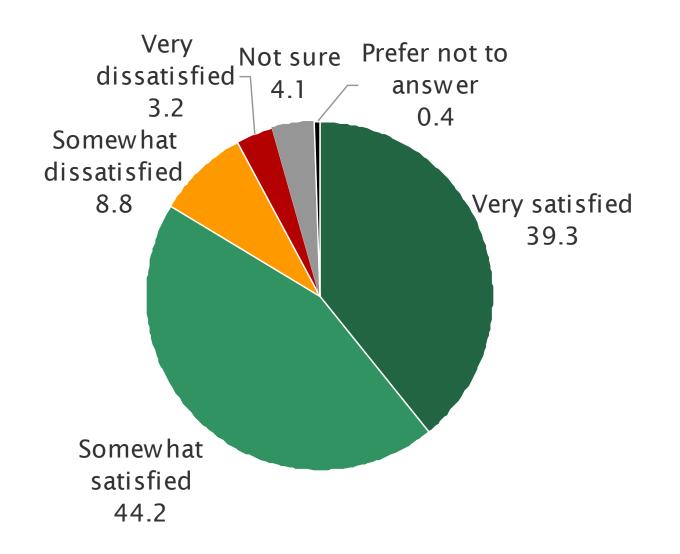


SUPPORT FOR REVENUE ENHANCEMENT





SATISFACTION WITH COMMUNICATION





EFFECTIVENESS OF COMMUNICATION

METHODS

E-mail & electronic newsletters

Smart phone app that would allow you to communicate with the City, report issues, receive updates

City website

Social media sites such as Facebook, Twitter, and Instagram

Materials mailed directly to your house

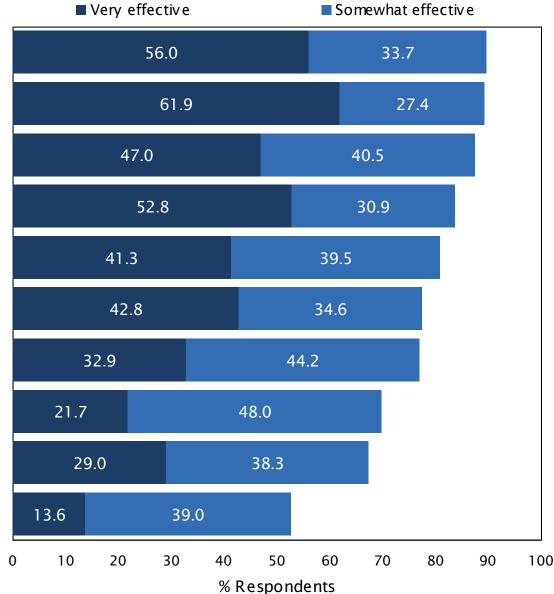
Text messages

Live-streaming City Council meetings and other public meetings on the City's website

Town-hall style meetings

Local social-networking websites such as Nextdoor

Advertisements in local papers





KEY CONCLUSIONS

- Resident satisfaction with Eastvale is high
 - •Quality of Life
 - Ocity's Overall Performance
 - OSpecific Services
- Staff received high marks for customer service
- City-Resident communication is strong despite challenges
- Opportunity Areas
 - Economic development/shopping, dining & entertainment opportunities
 - OManaging growth & providing quality development
 - •Community enhancement and safety (code enforcement/neighborhood watch program)
 - oMobility/traffic management
 - Addressing homelessness

